BIRCH, STEWART, KOLASCH & BIRCH, LLP

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ATTORNEY DOCKET NO. 1248-0571P

PLEASE NOTE: YOU MUST COMPLETE THE FOLLOWING:

COMBINED DECLARATION AND POWER OF ATTORNEY FOR PATENT AND DESIGN APPLICATIONS

As a below named inventor, I hereby declare that: my residence, post office address and critizenship are as stated next to my name; that I venly believe that I am the original, first and sole inventor (if only one inventor is named below) or an original, first and joint unventor (if pural inventors are named below) of the subject matter which is claimed and for which a patient is sought on the invention entitled:

(if plural inventors are named below) of the subject matter which is claimed and for which a patent is sought on the inv									
Insert Title:	SERVICE MANAGEMENT ME	THOD, SERVICE MANAGEM	MENT PROGRAM,						
	AND INFORMATION RECORDING MEDIUM RECORDING THE PROGRAM								
	the specification of which is attached hereto. If not attached hereto,								
Fill in Appropriate	the specification was filed on			as					
Information — For Use	United States Application Num	ber		:					
Without	and amended on		(if applies	ible); and/or					
Specification				as PCT					
Attached:	International Application Num		-; and was						
hade .	amended under PCT Article 19 on			f applicable)					
	VI 1								
n.	I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, a by any amendment referred to above.								
N O	I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal \$1.56.								
76. 182	I do not know and do not believe the same was ever known or used in the United States of America before my or our invention thereof, or patented or described in any printed publication in any country before my or our invention thereof or more home pear prior to this application, that the same was not in public use or on sale in the United States of America more than one year prior to this application, that the same was not in public use or on sale in the United States of America more than one year prior to the application in any country foreign to the United States of America on an application filed by me or my legal representatives or assigns more than twelve months (six months for designs) prior to this application, and that no application for patent or inventor's certificate on this invention has been filed in any country foreign to the United States of America prior to this application on the presentatives or assigns, except as follows.								
0	espresentatives of assignes, except as notions. I hereby claim foreign priority benefits under Title 35, United States Code, §119 (a)-(d) of any foreign application(s) for patent or investor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filting date before that of the application on which priority is claimed:								
1	Prior Foreign Application(s)			Priority Claimed					
Insert Priority Information:	2000-399557	Japan	Dec. 27, 2000	\square					
(if appropriate)	(Number)	(Country)	(Month / Day / Year Filed)	Yes No					
	(Number)	(Country)	(Month / Day / Year Filed)	Yes No					
	(Number)	(Country)	(Month / Day / Year Filed)	Yes No					
	(Number)	(Country)	(Month / Day / Year Fried)	Yes No					
Insert Provisional	I hereby claim the benefit under Title 35, United States Code, §119(e) of any United States provisional application(s) listed below.								
Application(s):		(F	Filing Date)						
	(Application Number) (Filing Date)								
	All Foreign Applications, if any, for any Patent or Inventor's Certificate Filed More than 12 Months (6 Months for Designs) Prior to the Filing Date of This Application:								
Insert Requested Information:	Country	Application Number	Date of Filing (Mont)	h / Day / Year)					
	I hereby claim the benefit under Title 35, United States Code, §120 of any United States and/or PCT application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the pror United States and/or PCT application in the manner provided by the first panagraph of Title 35, Durted States Code, §112. I acknowledge the duty to disclose firmation which is material to paternability as defined in Title 37, Code of Federal Regulations, §1.56 which became available between the filling date of the prior application and the rational or PCT international filing date of the application.								
Insert Prior U.S. Application(s):	(Application Number)	(Filing Date)	(Status — patented, p	pending, abandoned)					
Page 1 of 2	(Application Number)	(Filing Date)	(Status — patented, p	ending, abandoned)					

I hereby appoint the following attorneys to prosecute this application and/or an international application based on this application and to transact all business in the Patent and Trademark Office connected therewith and in connection with the resulting patent based on instructions received from the entity who first sent the application papers to the attorneys identified below, unless the inventor(s) or assignee provides said attorneys with a written notice to the contrary:

Raymond C. Stewart	(Reg. No. 21,066)	Terrell C. Birch	(Reg. No. 19,382)
Joseph A. Kolasch	(Reg. No. 22,463)	James M. Slattery	(Reg. No. 28,380)
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Send Correspondence to: BIRCH, STEWART, KOLASCH & BIRCH, LLP or Customer No. 2292

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and

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Page 2 of 2 (Revised 11-99)

* DATE OF SIGNATURE

COMPLETE THE FOLLOWING:	so made are punishable	tilef are believed to be true; and further that these statements were made with the knowledge that willful tales statements and the fit made are punishable by fine or imprisonment, or both, under Section 1001 of Tille 18 of the United States Code and that su illful false statements may jeopardize the validity of the application or any patent issued thereon.						
all Name of First or Sole Inventor: usert Name of	GIVEN NAME	FAMILYNAME	INVENTOR'S SIGNATURE	+	DATE* Dec. 4, 2001			
Inventor →	Masaya	NAGATA	Masayn Nag	uli	2001			
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Full Name of Third Inversor, if any see above	GIVEN NAME	FAMILYNAME	INVENTOR'S SIGNATURE		DATE*			
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Full Name of Fourth Inventor, if any see above	GIVEN NAME	FAMILYNAME	INVENTOR'S SIGNATURE		DATE*			
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Full Name of Fifth Inventor, if any see above	GIVENNAME	FAMILYNAME	INVENTOR'S SIGNATURE		DATE*			
	Residence (City, State & Country)							
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